

Staffing Guide

Position Description		Hotel Desk Clerk			
What Determines Staffing Standard (Circle key factors that apply)	<ul style="list-style-type: none"> Hours of Operation <input checked="" type="checkbox"/> Occupancy Rate <input checked="" type="checkbox"/> Seasonal/Peak Workload <input checked="" type="checkbox"/> 	<ul style="list-style-type: none"> Staff Supervised <input type="checkbox"/> Facility Layout <input checked="" type="checkbox"/> Facility Size <input checked="" type="checkbox"/> 	<ul style="list-style-type: none"> Facility Age <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 		
Workload/Staffing Comments: In Small/Medium properties Desk Clerks may act as Manager on Duty when Manager or Leader/Supervisor are not present. Acts as Telecommunications Operator and Reservations Agent in small and medium properties. Positions are full/part time and flexible employees appointed for peak /seasonal demand. Temporary employees should be appointed for peak/seasonal demand.					
	Small (1-75 rooms)	Medium (76-199 rooms)	Large (200-399 rooms)	Extra Large (400-799 rooms)	Super Large (799+ rooms)
Staffing Standard	1 (NF-1) per operating shift (Staffing level may be increased with local justification based on workload)	1 (NF-1) per operating shift for 50 to 149 rooms (Staffing level may be increased with local justification based on workload) Add 1 (NF-1) per operating shift for 150 + room (Staffing level may be increased with local justification based on workload)	2 (NF-1) per operating shift for 200 to 299 rooms (Staffing level may be increased with local justification based on workload) Add 1 (NF-1) per operating shift for 300 + room (Staffing level may be increased with local justification based on workload)	3 (NF-1) per operating shift for 400 to 599 rooms (Staffing level may be increased with local justification based on workload) Add 1 (NF-1) per operating shift for 600 + room (Staffing level may be increased with local justification based on workload)	4 (NF-1) per operating shift (Staffing level may be increased with local justification based on workload)
Alternate Staffing Standard (If Required)	Not Authorized	Not Authorized	1 (NF-1) per operating shift for 50 to 149 rooms at remote site Add 1 (NF-1) per operating shift for 150+ rooms at remote site (as required by workload)	1 (NF-1) per operating shift for 50 to 149 rooms at remote site Add 1 (NF-1) per operating shift for 150+ rooms at remote site (as required by workload)	1 (NF-1) per operating shift for 50 to 149 rooms at remote site Add 1 (NF-1) per operating shift for 150+ rooms at remote site (as required by workload)
Explanation of Alternative Staffing Standard: Staffing for Remote sites (another installation) will be based on the number of hotel rooms and the number of operating shifts.					
Staffing Standard Footnotes					
Subtract one Desk Clerk for each Lead Desk Clerk scheduled. The number of Desk Clerks on each shift will be determined by actual workload. Reservation Agents or Telecommunications Operators may be used at the front Desk. At Medium, Large, Extra Large and Super Operations, use of swing shift to cover peak daily demand is preferable.					